

# Rohan Shah

Sales Associate & Customer Service



## Personal informations

- ✉ sahrohan608@gmail.com
- 📍 Al Rigga, 00000, Dubai (United Arab Emirates)
- 📅 9 Dec 97
- ♂ Male
- 🇳🇵 Nepalese
- 📞 +971568860977
- 🌐 Rohan shah

## Mother tongue(s)

### Nepali

## Foreign language(s)

### English

Listening: C2  
Reading: C2  
Spoken interaction: C2  
Spoken production: C2  
Writing: C2

### Hindi

Listening: C2  
Reading: C2  
Spoken interaction: C2  
Spoken production: C2  
Writing: C2

### Arabic

Listening: B2  
Spoken interaction: B2  
Spoken production: A2

### Nepali

Listening: C2  
Reading: C2  
Spoken interaction: C2  
Spoken production: C2  
Writing: C2

## Summary

I am an experienced Sales Associate with a proven track record of increasing sales and customer satisfaction. I have a strong aptitude for developing customer relationships and an eye for detail when it comes to merchandising and product displays.

## Job applied for

Sales Associate

## Keywords

- Programming
- Software Development
- Team Leadership
- Project Management
- Problem-Solving

## Professional experience

### Sales Associate

4 Nov 17 - 31 Jul 22

Majid Al Futtaim | Qatar "Villagio mall"

I was responsible for selling our products and services while also taking great care of our customers. Responsibilities include helping with sales, dealing with customer inquiries, merchandising, and maintaining the sales floor's cleanliness, products, signage, and displays. I have excellent customer service skills, and also Helping customers select products, answers questions, and shares product knowledge. Creates or updates customer profile records. Processes purchases and returns.

Business or sector: Fresh food and textile section

### Customer service

9 Dec 22 - Present

GMg (gulf marketing group ) | Dubai (UAE)

managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

- Empathy. ...
- Adaptability. ...
- Ability to Use Positive Language. ...
- Clear Communication Skills. ...
- Self-Control. ...
- Taking Responsibility. ...
- Patience.

Business or sector: Customer service

## Education and training

### Management

9 Apr 12 - 31 May 14

*Lord buddha college | Nepal ,biratnagar*

An academic discipline of imparting or acquiring knowledge to develop the members of the executive or administration of an organization or business, managers or employers collectively, or train in the techniques, practice, or science of managing, controlling or dealing, in the skilful or resourceful use of materials..

The process of planning, organizing, staffing, directing and controlling people's efforts in a business organization to achieve goals.

## **Personal skills**

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### **Communication skills**

Clear communicator who can create effective team interaction and client relations to understand development needs.

### **Organisational / managerial skills**

Strong organizational skills with the ability to multi-task and manage multiple projects efficiently.

### **Job-related skills**

- Sales software proficiency.
- Product knowledge.
- Active listening.
- Verbal communication.
- Setting goals.
- Organization.
- Time management.
- Strategic thinking.

### **Digital skills**

Basic computer Knowledge

### **Other skills**

- Communication.
- Active listening.
- Empathy.
- Patience.
- Problem-solving.
- Product knowledge.
- Time management.
- Adaptability

## **Further information**

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### **Certifications**

safety food and hygiene certificates available from Qatar .